











Whenever contacting HANDYHOST, the Customer agrees to clearly describe his/its request in compliance with the terms of use.

When suspicious activity (SPAM, violation of copyright, Attack, Phishing, illegal content, DoS PortScan ...) is detected by HANDYHOST or reported by a third party, HANDYHOST may contact the Client by email (and optionally attach a copy of the complaint received). It is expected that the Client respond to the notification within the time limit (24, 48 or 72 hours depending on the nature of the case) to provide its comments and intentions. Failure to respond could result in the suspension / termination of service.

## SECTION 5: TECHNICAL SUPPORT

### 5.1 Tools and Documentation provided by HANDYHOST

HANDYHOST makes available to the Customer a set of tools and documentations which are accessible on the HANDYHOST Site. This page also includes contact information to reach the HANDYHOST staff.

On the same page, HANDYHOST makes available to its Customer:

- a set of documentation and technical guides, designed to provide a better understanding and an easier use of the Service ("Documentation");
- communication tools to find out about the condition of HANDYHOST's facilities;
- interfaces to view in real time HANDYHOST's network;
- contact information to reach HANDYHOST's Technical Support;
- an Incident Reporting Form; and
- the Facilities Management's contact information to obtain complementary services (specific intervention ...) which will be billed separately.

Preliminary checks:

In the event of Service malfunction, it is the Customer's responsibility to consult the Documentation and perform the technical tests suggested by HANDYHOST on the HANDYHOST Site in the contact tools. If the malfunction problem encountered persists, the Customer shall have the responsibility of reporting the Incident to HANDYHOST.

### 5.2 Incident Reporting Procedure:

In order to report an Incident, the Customer shall complete the form designed for such purpose on the website, then go to the Customer's Management Interface where earlier tickets of electronic exchanges between the Customer and HANDYHOST may be found.

The Customer shall complete the form on the HANDYHOST Site and attempt to provide as much information as possible on the problem encountered to help with the Diagnostic.

To this end, the Customer explicitly authorizes HANDYHOST and its staff to connect to the Customer's Service and to perform any operation required in connection with the Diagnostic, with respect to both



the hardware and the software. HANDYHOST reserves the right to reject any intervention in this regard if HANDYHOST notices in its research work that the Customer uses the Service in breach of HANDYHOST's General and Specific Terms and Conditions or of laws and regulations in force.

All the exchanges between the parties, and more particularly the electronic exchanges and telephone conversations, shall reflect Customer's assent to HANDYHOST's intervention.

### 5.3 Incident Takeover and Development of Diagnostic

HANDYHOST shall, in connection with the Incident reporting procedure, carry out a Diagnostic in order to determine the origin and cause of the malfunction problem. If, during the Diagnostic process, HANDYHOST concludes that the malfunction is an Incident, namely that it is a problem under the responsibility of HANDYHOST, the costs related to the Diagnostic process shall be entirely borne by HANDYHOST, in compliance with the Agreement terms and conditions applicable to the Service.

Alternatively, if the Diagnostic reveals that HANDYHOST does not bear responsibility for the Incident encountered by the Customer or that its existence cannot be confirmed the time spent by HANDYHOST on carrying out the Diagnostic will be invoiced to the Customer at a flat rate available for consultation.

In the event of HANDYHOST being unable to identify the origin or the cause of the incident, the investigations relating to production of the Diagnostic will not be invoiced to the Customer if HANDYHOST is unable to identify the cause of the dysfunction, or if HANDYHOST is unable to provide the customer with a quotation for the correction of the malfunction.

Likewise, the Diagnostic will not be invoiced to the Customer if HANDYHOST is unable to provide a quotation for the correction of the incident.

The Customer undertakes not to improperly make use of the Technical Assistance. HANDYHOST reserves the right to refuse to handle a Customer request if their conduct or the frequency of their requests is likely to adversely affect the normal operation of the Technical Assistance Service.

The Customer agrees to avoid using the Technical Support service in an abusive manner. HANDYHOST reserves the right to refuse to respond to a Customer's claim if the Customer's behaviour or the frequency of claims is likely to disrupt the normal operations of the Technical Support service.

### 5.4 Resolution of Malfunction

At the end of the Diagnostic, HANDYHOST shall inform the Customer on the cause of the malfunction and indicate which technical solutions will be used to resolve the problem encountered.

At the end of the Diagnostic, HANDYHOST will convey the cause of the malfunction and will direct the Customer to the technical solutions for resolving the problem encountered.

In the event of HANDYHOST not bearing the responsibility for the Malfunction, HANDYHOST will forward a quotation to the Customer corresponding to the cost of the resolution operations, if the Customer wants HANDYHOST to take charge of resolving its problem.

As previously stated, HANDYHOST only has an obligation of means.



## 5.5 Conditions of payment

The base price of the quotation is set out on the HANDYHOST Site. The sums due will be invoiced monthly on the anniversary date of technical support being received for the Service. In the event of monthly renewal of the Service, all sums due relating to this Service, including technical support, will be invoiced.

No new interventions will be carried out if the payment of the preceding intervention has not been honoured.

## SECTION 6: TERM AND RENEWAL OF SERVICE

### 6.1. Term

The Service agreement shall be signed for an indefinite term. HANDYHOST reserves the right to suspend the Service at any time. HANDYHOST shall, to the extent possible, notify in advance the Service users, through a message on the mailing list created in connection with the beta-test, on HANDYHOST's website, or by any other means HANDYHOST deems necessary.

### 6.2. Service Renewal

HANDYHOST may possibly not renew its Service at the end of the term. HANDYHOST shall make every effort to inform the Customer beforehand regarding this and shall delete all the data stored by the Customer on the Service. The Customer hereby agrees to recover all his/its data prior to the end of the Service term.

Any non-payment or irregular payment, meaning incorrect or incomplete amounts in particular, or lacking the required references, or made by any method or procedure not accepted by HANDYHOST are not acceptable and will result in rejection by HANDYHOST of the registration or renewal request.

Concerning renewals paid by cheque, it is up to the Customer to request the renewal with sufficient time for the cheque to be received and processed by HANDYHOST prior to expiration of the Service. HANDYHOST reminds the Customer that the processing of a payment by cheque may take more than 5 working days in some cases.

## SECTION 7: TERMINATION, LIMITATION AND SUSPENSION OF SERVICE

Breach by the Customer of his/its obligations as defined hereunder, including all activities specifically barred while using HANDYHOST services and/or any content specifically barred when using HANDYHOST services, and/or likely to result in civil and/or criminal liability and/or likely to prejudice a third party's rights, shall give rise to HANDYHOST's right to immediately cut off the cable and/or interrupt the Customer's services, without any prior demand, and to immediately terminate the Service, as of right, without prejudice to any other damages HANDYHOST may have a right to claim.

At the end of the term of this Service, for any reason whatsoever, HANDYHOST shall entirely delete all the services of the Customer.

HANDYHOST reserves the right to restrict, limit or suspend its services without prior notice nor indemnity if it appears that the Customer uses the services provided for any activity which violates the terms and conditions of the Agreement with HANDYHOST or the Service objectives.



The Service may also be restricted, limited or suspended when the specific terms and conditions applicable to a type of Service offered by HANDYHOST provide for such sanctions in the event of a breach.

The restriction, limitation or suspension measures shall always be taken in accordance with the seriousness or recurrence of the breach(es), and shall be based on the nature of such breach(es).

The Customer agrees in advance that HANDYHOST may restrict, limit or suspend the Service offered if HANDYHOST receives a notice in that regard from a competent administrative, arbitral or judicial authority, in compliance with the laws and regulations in force.

Either Party may terminate the Agreement, as of right and without indemnity, in the case of a Force Majeure event lasting more than thirty (30) days.

HANDYHOST reserves the right to interrupt the Customer's Service if such Service endangers the maintenance of security or stability on HANDYHOST's hosting platform. HANDYHOST shall, to the extent possible, give the Customer prior notice regarding such interruption.

HANDYHOST reserves the right to interrupt the Service, as needed, for technical interventions designed to improve its operations, or for maintenance procedures.

#### SECTION 8: OPERATING CONDITIONS

The Customer hereby acknowledges that bandwidth fluctuations and problems with the access provider could cause a gap in the services provided by the HANDYHOST Corporation, which it would be unable to resolve.

However, the Service shall be restricted, limited or suspended, as of right, by HANDYHOST:

- if it seems that the Customer is using the services provided for any activity whatsoever which is not in compliance with these General Terms and Conditions;
- in compliance with the applicable Specific Terms and Conditions;
- if HANDYHOST receives a notice in that regard from a competent administrative, arbitral or judicial authority, in compliance with the appropriate applicable laws, or from a third party;
- if the contact information in the Customer's account seems to be false, inaccurate or out of date.





#### SECTION 9: CUSTOMER INFORMATION AND COMPLIANCE WITH SERVICE

The Customer acknowledges that he/it has checked the suitability of the material and the Service to his/its needs and has received from HANDYHOST all the information and advice needed to knowingly enter into this agreement.

HANDYHOST reserves the right to monitor compliance with the Service's terms of use.

#### SECTION 10: TOLERANCE

The fact that HANDYHOST fails to invoke one of the General Terms and Conditions of Service and/or tolerates the violation by the other Party of any of the obligations hereunder shall not be construed as a waiver to invoke in the future any of these Terms and Conditions.

#### SECTION 11: PERSONAL DATA

HANDYHOST reminds the Customer that, while providing the Service to the Customer, HANDYHOST may keep some of the Customer's personal data in compliance with its regulatory and judicial obligations.

Information such as "last name, first name, mailing address, e-mail address, phone numbers, and IP connection addresses" shall be kept by HANDYHOST during the entire term of the Agreement and up to twelve (12) months after the expiration of the Service.

The data transmitted by the Customer shall be kept as long as deemed necessary for evidence purposes. Except as otherwise provided in the Specific Terms and Conditions, HANDYHOST shall not disclose nor sell the Customer's personal data.

The Customer agrees that his/its personal data may be stored, handled and transferred by HANDYHOST to its affiliates, who shall only have access to such data in order to perform essential functions in the provision of the Service, all in strict compliance with the Customer's privacy rights.

The Customer also acknowledges that HANDYHOST may communicate the Customer's information at the request of administrative, regulatory or judicial authorities.

#### SECTION 12: AMENDMENTS

The General and Specific Terms and Conditions online take precedence over the printed General and Specific Terms and Conditions. The parties agree that HANDYHOST may, as of right, bring changes to its Service simply by informing the Customer through an online notice and/or by amending its General Terms and Conditions online. Any amendment or introduction of new options offered shall be posted online on the HANDYHOST Site or sent via e-mail to the Customer. Notwithstanding the provisions of section 7, the Customer shall then have the right to terminate the Agreement within thirty (30) days of the effective date of such amendments.



## SECTION 13: GENERAL PROVISIONS

### 13.1 Severability

The invalidity of one of the provision of the Service Agreement entered into with HANDYHOST, particularly under a law or a regulation or as a result of the final judgment of a court of competent jurisdiction, shall not invalidate the other provisions of such Service Agreement, which will remain in full force and effect.

The Parties shall, in such cases, to the extent possible, replace the invalid provision with a valid provision consistent with the spirit and object of the Agreement's terms and conditions.

### 13.2 Headings

The Agreement section headings are inserted solely for reference purposes and do not have any contractual value nor any specific meaning.

### 13.3 Specific Conditions and Schedules

The Specific Conditions and prospective schedules are incorporated by reference into the General Terms and Conditions of Service and are necessarily incidental thereto. The combination of all these documents is hereunder referred to as the "General Terms and Conditions."

The Customer may consult on HANDYHOST's website all the documents incorporated by reference into this Agreement. Such documents are subject to amendments or updates.

### 13.4 Communications

The HANDYHOST server's date and time shall be relied upon as evidence of the exchange of information by e-mail between the Parties. Such information shall be kept by HANDYHOST during the entire term of the contractual relationship between the Parties.

All notices, communications, and demands provided under the General Terms and Conditions shall be deemed to have been validly delivered if they are sent by registered mail, return receipt requested, to:

- in the case of HANDYHOST:DigiDome (PVT) Ltd (PV00227058) located at Paramount Towers, Level 2, No 192/10, 9th Lane, Nawala , Sri Lanka.
- in the case of the Customer: at the mailing and/or e-mail address provided to HANDYHOST.

### 13.5 Advertising and Promotion

HANDYHOST may from time to time, in connection with advertisements, events, seminars, and specialized publications within the professional markets, indicate the services provided to the Customer, on its commercial documents and/or in its annual report.



**SECTION 14: APPLICABLE LAWS AND JURISDICTION**

This Agreement, its interpretation, performance, application, validity, and effects shall be subject to the applicable laws in force in the State of France, Canada and Sri Lanka, which will govern its provisions, in whole or in part.

The Parties hereby agree that all judicial proceedings instituted shall be filed with and heard by the courts having jurisdiction in the judicial district of Colombo, Western Province Sri Lanka, where the Parties elect their current domicile.